

CITY OF HELOTES
EXTERNAL Job Announcement
EMERGENCY DISPATCHER – Full Time

Opening Date: July 14, 2016

Exempt Status: Non-Exempt

Salary Range: \$15.09+

OPEN UNTIL FILLED

Job Summary:

Responsible for performing technical radio communications involving the deployment of police, fire, public works, animal control, code enforcement, and EMS personnel according to request for service.

The Dispatcher is assigned to the Emergency Services Center and reports to the Dispatch Supervisor. The Dispatcher is a non-supervisory position.

Essential Job Functions:

- Provides extensive support to the community and all emergency services providers;
- Effectively communicates and disseminates information accurately;
- Provides exceptional response to all calls for emergency services and citizen complaint resolutions;
- Answers calls for service, prioritizes and accurately communicates emergency information, and determines and directs appropriate resources to a reported incident;
- Maintains communications with police, fire, emergency medical service, and other personnel providing necessary support to field personnel via radio, telephone, computer and MDT's;
- Maintains the status and locations of all field units;
- Assigns emergency and non-emergency field units, as appropriate, to the incident;
- Enters, updates, retrieves, and communicates crime-related information from computer databases and the TLETS information system;
- Maintains detailed information utilizing the computer-aided dispatch module of the records management system;
- Follows all procedures in place relating to data entry to ensure consistency of data entry and to Enhance retrieval ability;
- Effectively utilizes TCIC/NCIC/TLETS for all searches relating to vehicle registration confirmation, stolen/wanted searches, driver's license checks, computerized criminal history records, administrative messages, stolen wanted confirmations, and other system transactions;
- Provides support to the vehicle impound program by entering abandoned and impounded vehicle information into TCIC, as required;
- Maintains files on all impounded vehicles and releases impounded vehicles to owners providing proof of ownership and paying the required impound and towing fees;

- Performs a variety of record keeping, filing, indexing, and other general clerical work, as necessary or required;
- Maintains databases for, but not limited to, parking permits, alarm permits, animal control impound/lost/found; and
- Performs other duties, as assigned.

Education and Experience:

- High School Diploma or a General Education Development (GED) Certification.
- Two to three years experience as a dispatcher preferred.
- Bilingual preferred.

Licenses or Certificates:

- TCLEOSE Dispatcher Certification.
- TCIC/NCIC Certification or receive certification within one year of employment.
- Telecommunications Operator Certification or receive certification within one year of employment.
- Prefer Emergency Medical Service Operator Certification or the ability to receive certification within one year of employment.
 - Applicant must be able to pass all tele-communicator courses outlined in the City of Helotes Dispatch Job Description, to include the licensing requirements of the State of Texas, and complete criminal back ground check for employment. Previous experience is desirable but is not a requirement of employment.

Knowledge, Skills, and Abilities:

- Knowledge of basic telephone techniques and public relations;
- Knowledge of National Incident Management System (NIMS) and procedures to address multiagency emergency responses in the event of disasters;
- Knowledge of the multi-channel radio system and all components of the system;
- Ability to troubleshoot system malfunctions and contact appropriate resources without unnecessary delay to maintain radio communications integrity;
- Knowledge of the telephone system and telephone console features;
- Ability to transfer calls accurately and utilize back-up systems in the event of equipment failure;
- Knowledge of the computerized 9-1-1 system and all system components necessary for the proper use of the system;
- Knowledge of the records management system and computer aided dispatch system and the procedures related to the entry and retrieval of system data;
- Ability to conduct routine information searches and generate internal reports;
- Knowledge of the mobile data terminal and the uses of that system and the ability to follow all rules and procedures for the use of the MDT system;
- Ability to learn and apply dispatch office procedures, practices, and equipment;

- Ability to learn geographic features and streets within the area served;
- Ability to learn and apply applicable departmental procedures and policies related to proper police response, emergencies, etc.
- Ability to learn and apply various types of computer formats and codes necessary to access utilize and relay information;
- Ability to learn and apply standard radio broadcasting procedures;
- Ability to work under pressure, exercise good judgment, and make sound decisions in emergency situations;
- Ability to operate dispatch and office equipment;
- Ability to establish and maintain effective working relationships with co-workers and those persons contacted in the course of work;
- Ability to communicate clearly and effectively, both verbally and in writing;
- Ability to perform more than one task at a time (talk-monitor radio transmissions and type) and hold good short term memory and the ability to absorb and retain numerous formats, rules, regulations, and procedures taught during training period;
- Ability to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, and reading and writing;
- Ability to recognize dangerous situations and take measures to notify others or abate the situation;
- Ability to maintain mental capacity that allows the capability of exercising sound judgment and rational thinking under dangerous circumstances;
- Ability to evaluate various options and alternatives and choose an appropriate and reasonable course of action; and
- Ability to demonstrate intellectual capabilities during training and testing processes.

Physical Demands and Working Conditions;

Physical requirements include occasional lifting/carrying of twenty-five (25) pounds; visual acuity, speech, and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, and walking to perform the essential functions. Working conditions are primarily in an office environment. Prolonged confinement to the immediate work area is required.

Dispatchers may be assigned varying shifts and days off, as necessary, to maintain adequate staffing of all shifts. Additionally, Dispatchers may be required to work overtime to meet service demands and/or to maintain operational efficiency. **Dispatchers must be prepared to work any shift and assume scheduled days off if required.**

This job description is not an employment agreement or contract.

Management has the exclusive right to alter this job description at any time without notice.

Helotes is EOE
Please submit application and resume